

I-REACH 2 INC.
HUMAN RESOURCE DEVELOPMENT



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Section Forms Found in Appendix

Notice of Alcohol/Drug Free Workplace Policy
I-REACH 2, Inc. Training Cost Agreement
Employee Confidentiality Statement
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Staff Meetings
Program Documentation
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Post Test

GUIDELINES FOR PERSONNEL SELECTION

CARF Standard: 1.1.3.a

POLICY:

It is the policy of I-REACH 2, Inc. to make every effort to employ and solicit employees who can meet the eligibility requirements for employment by our organization. Furthermore, it is our intent to provide competitive wages and comprehensive training to individuals who meet hiring criteria and are selected to represent our organization in the delivery of services to the individuals with disabilities that we serve. I-REACH 2 is an equal opportunity employer.

PROCEDURES:

HIRING STAFF:

ADVERTISING:

Any position that is not being filled through in-house transfer or promotion must be advertised through Job Service, or through other listings pertinent to the community. Regional, national, or electronic advertising may be considered for some positions, but should be pre-approved through the Executive Director.

The Executive Director will be informed regarding openings, closing dates, etc. A closing date or the statement "Open until the position is filled" should be indicated on all postings.

NOTES:

- Specific requirements can also be added i.e. Advanced Computer Skills, etc.
- Local papers – ask for quote for a classified line ad and a classified display ad.
- Use separate ads for professional positions and support staff positions.
- Advertising is expensive! Keep ads as brief and to the point as possible.

APPLICATION PROCESS

No application will be considered without a completed and signed application. In addition, 3 signed LETTERS OF REFERENCE are preferred but not required. If the applicant provides letters that are emailed or do not have a signature, each reference letter must be verified. Initial and date this verification on the Letter of Reference. **If the application is received without the letters of reference then a telephone reference verification will be conducted.**

College education must be verified with a copy of college transcripts. I-REACH 2, Inc. will only accept college degrees from institutions which are accredited by an accrediting agency recognized by the U.S. Department of Education.

Not all applicants need to be interviewed. The following criteria should be considered:

- Does the applicant meet the minimum qualifications?
- Is all the requested paperwork completed and signed?
- Does the applicant have applicable experience and education?

Selection of candidates for the interview process **cannot** be discriminatory.

BACKGROUND CHECKS

CARF Standard: 1.1.2.c

A criminal background check is required for all new staff. The background check includes a Central Registry check through the Department of Family Services, a local background check and a fingerprint screening conducted by the Wyoming Department of Criminal Investigations. All new employees must work under the supervision of another fully credentialed staff member until the results of Central Registry check comes back clear. As part of the background check process each potential employee will be verified through the OIG Medicaid Exclusion List to ensure that they are eligible for employment with I-REACH 2, INC. The website address for verifying potential employees is: <http://exclusions.oig.hhs.gov/>. The OIG Medicaid Exclusion check will be verified monthly to maintain employee eligibility consistent with Federal Medicaid monitoring requirements.

New criminal background checks will be required every 5 years for all employees.

Employees are responsible for reporting to their supervisor any changes in their criminal background or driving record that may negatively impact their employment.

INTERVIEWING

The minimum interviewing committee should be comprised of the supervisor for the position and the Executive Director or designee. The committee will decide on a mutually convenient time to hold interviews. Although a team of three or four is generally the best practice, the number can vary with the position(s) being considered. After a time and place has been determined, the applicants chosen for an interview should be notified.

Standard Interviews:

Prior to the interviews starting, the committee should review the questions, scoring criteria, and key aspects of the answers so that all members feel comfortable with the process. Members should also have an opportunity to review the applications submitted by the candidates and to review the pertinent job descriptions.

All candidates will be asked the same questions. You may, however, ask for clarification, further explanation, or ask related questions pertinent to information the candidate offers, without asking the same questions of every other candidate.

During the interview process, inform candidates of the pre-employment requirements.

Interviewing Techniques:

Proper and effective interviewing techniques can avoid potential legal hassles and even more importantly, provide an objective picture of the candidates. These techniques include:

- Establishing an appropriate environment
- Building rapport with the candidate to set the tone of the interview.
- Explaining the interview process, as well as the time lines involved.
- Using open-ended questions.
- Tolerating silence in the interview and allowing the candidate sufficient time to answer the questions.
- Watching for nonverbal cues, both in your team and in the candidates.
- Controlling the interview – carefully “clip off” rambling answers.
- Taking good notes – complete and job related.
- Actively listening to the candidates’ answers.
- Asking each of the candidates the same questions, giving the same amount of detail and instruction to each. If more instruction or examples are needed for a candidate, this should be noted on the interviewer’s question sheet.

Each candidate should be asked, “After reviewing the job description, are you able to do all the requirements of the job with or without special accommodations?” If they respond that they will need an accommodation, ask the candidate what types of reasonable accommodation would be necessary.

Review the benefits, job and training requirements, questions, etc. at the close of the interview. Indicate to the candidate in what time frame you expect to make a decision. All candidates should be informed that they will be notified whether or not they are offered the position.

DRIVER STANDARDS

I-REACH 2, Inc. Program Vehicles

Exceptions may be approved by the Executive Director or designee

1. **Minimum age of 21**
2. **Acceptable MVR record. Acceptable is defined as:**

- a) No major violations in past 3-years. Major violations include:
 - i. DUI/DWI
 - ii. Refusal to submit to a Blood Alcohol Content (BAC) offense
 - iii. Reckless Driving
 - iv. Any combination of three or more moving violations, "At Fault Accidents", or "Preventable Accidents" in the last three years.
 - v. Suspension, revocation, or administrative restriction within the last three years.
 - vi. At fault in a fatal accident
 - vii. Leaving the Scene of an Accident
 - viii. Felony committed involving a vehicle.
 - ix. Three or more "Company Vehicle" physical damage claims in any twelve month period.
- b) **No more than:**
 - i. Three moving violations in past 3-years
 - ii. Two moving violations and 1 at-fault accident in prior 3 years
 - iii. Two at-fault accidents in prior 3-years

All employees are required to sign an annual driver's agreement which outlines requirements of transporting program participants. . It is recommended that employees who are transporting participants in a personal vehicle be insured with a minimum of \$100,000 \$300,000.00, and \$100,000 liability insurance This information will be verified during New Employee Orientation and monitored on an annual basis by the Administrative Specialist.

CONFIDENTIALITY

We appreciate your desire to be involved with the growth of the individuals served. Under HIPAA guidelines, we must ensure that all individual rights of our participants and employees are observed and respected.

All participant specific information received and/or observed at any I-REACH 2, Inc. facility must remain in strict confidence and should not be divulged in public or to individuals not directly involved with the individual's plan of care, supervision or training at our facility.

Confidential information may include, but is not limited to:

- **Sharing of Names**
- **Offering confirmation or information about services received**
- **Outing or Activity information**
- **Behavioral/Medical information, i.e. Seizures, medication monitoring etc.**
- **Sharing of personal information regarding any participant or employee with members of the public**
- **Sharing specific confidential memorandums or directives which deal with specific participants, guardians or employee information**
- **Providing log-in information for Therap to an unauthorized individual.**
- **Schedules, times, events or places in which an individual may be located or contacted without prior written consent from any individual or guardian.**

Breaches of the confidentiality of any individual participant, employee or critical agency information (names, addresses, phone numbers of participants, guardians, employees, etc,) may jeopardize I-REACH 2, Inc.'s provider certification and therefore also affects an individual's employment or volunteer status with our organization.

NON-DISCRIMINATION POLICY

CARF Standard: 1.1.8.d

POLICY:

I-REACH 2, Inc. shall not engage in discriminatory practices in employment, compensation, assignment of work, or promotion and shall consider all eligible candidates regardless of race, ethnicity, religion, age, physical, mental, or emotional disabilities. I-REACH 2, Inc. does reserve the right to refuse employment to any individual based on prior criminal history or any incidences of reported neglect, abandonment, etc. due to the nature of our industry.

PROCEDURE:

- Reports of discrimination shall be made in writing to the Executive Director and a complete and thorough investigation of any allegations shall be conducted.
- A follow-up/investigation report containing a summary of information shall be forwarded to the individual employee or Individual, his/her guardian and case manager.
- I-REACH 2, Inc. reports incidents of discrimination that cannot be resolved at the company level to the local Equal Opportunity Commission for review.

WORK SCHEDULE

POLICY:

Normal hours of operation for I-REACH 2, Inc. residential sites are 24 hours a day, 7 days a week unless Individuals are gone on vacations or out of the home location. The I-REACH 2, Inc. Office is open from 8:00 am to 4:00 pm. Monday through Friday; however an On-Call Support Personnel can be utilized 24 hours a day 7 days a week.

Schedules for shifts vary according to the Individual(s) being served in various areas of our program and their individual preferences and needs.

Staff are hired to a position as opposed to individual sites and management reserves the right to rotate staff to different sites within the program in order to comply with mandated staffing requirements, improve cross- training across programs, and to provide program participants the greatest access to their individual services as possible.

Job responsibility and employee qualifications are considered when transfers are made for one site or program to another.

Work Schedules may be adjusted either by increasing or decreasing hours to meet staffing and supervision requirements.

PROCEDURE:

- Individual applicants and employees are advised in advanced of available shifts, hours and positions within the I-REACH 2, Inc. Organization.
- Employees are expected to effectively communicate their personal conflicts or anticipated problems with a particular schedule in advance.
- Employees who willingly accept and acknowledge employment in a particular area with specific hours and days are expected to adhere to the Wage and Hour agreement they sign unless they express objection before or at the time of signing the Acknowledgement.

HOLIDAYS AND PAY

POLICY:

The following days are considered paid holidays at I-REACH 2, Inc. for FULL-TIME (Non-exempt) employees who have been employed at I-REACH 2, Inc. for longer than 120 days ONLY: **July 4th, Christmas Day, and Thanksgiving Day**. Full time employees are those who are scheduled to work a minimum of 32-40 hours per week.

(8) Hours of Holiday pay at regular rate are paid if the holiday falls on the employee's regularly scheduled work day and s/he is not scheduled to cover any residential shifts or day-time supervision. In the event that an employee is scheduled to work at a residential or other community site on an approved holiday the employee will also be paid for all hours worked on that day.

Managers and administrative personnel shall coordinate and rotate supervision or on-call responsibilities on these and other holidays to allow every manager or administrator the opportunity to have at least (1) of the above Holidays off per year.

HOLIDAYS THAT FALL ON THE INDIVIDUAL'S REGULARLY SCHEDULED DAYS OFF ARE NOT PAID BY I-REACH 2, INC.

PROCEDURES:

Non-exempt Employees shall submit their time sheets with the appropriate number of hours worked for the day and shall write "Holiday" on the date in question and reflect (8) hours as holiday pay on their time sheet if the (8) regular hours of Holiday pay will give them more than 40 hours for any one week.

PAY DATES

Effective January 1st, 2016 IR2 will implement direct deposit for all employees.

Pay periods for exempt staff are semi-monthly and are from the 1st through the 15th and the 16th through the last day of the month. Timesheets are collected per the schedule provided by the Business Manager to meet direct deposit deadlines. Pay dates are the 1st and the 16th unless these dates are on a weekend or holiday. In that case, pay dates will be the next business day.

Pay periods for hourly staff are bi-weekly.

- Timesheets are collected every other Monday and are due no later than 9:00 a.m. on those dates for processing.
- Payroll funds will be deposited on Friday.
- Employees are responsible for accurately documenting their time and for signing all time sheets prior to the cut-off dates and times.
- Supervisors are responsible for accurately reviewing time sheets before sending them in for administrative review and processing.

OVERTIME

No hourly staff member can work over 40 hours per week without prior written authorization utilizing the Overtime Authorization form. Hours worked above 40 hours must be approved in advance by the immediate supervisor and the supervisor will inform the responsible administrative team member. Hours approved over 40 hours will be paid at time and a half.

LEAVE POLICY: PERSONAL TIME OFF (PTO)

I-REACH 2, Inc. provides leave for eligible employees under the conditions established in this policy. Leave for any reason, including but not limited to illness of self, spouse, dependents, siblings, parents, personal/vacation time, and bereavement shall be considered as PERSONAL TIME OFF (PTO).

PROCEDURE FOR REQUESTING LEAVE:

- **Preapproved Leave (Defined as requests submitted two weeks in advance):** PTO Leave Requests must be approved by the employee's supervisor; the PTO Leave Request will be given to the employee to attach to a completed timesheet for the corresponding leave. Staff who have meetings, appointments, or other activities on days when they must be absent due to illness, are responsible for contacting their immediate supervisor to arrange for other employees to assist with or cover such activities. PTO leave requests must be submitted at least two weeks in advance in order to secure adequate coverage.
- **Leave procedures for less than two weeks in advance:** It is required that employees who are going to be absent arrange for a substitute to cover their shifts. When a substitute is arranged, or if no substitute is available, staff must contact the on-call manager immediately. The on-call manager will notify the administrative team of daily calls ins. This procedure is required for each day absent unless a definite duration of absence has been approved by the supervisor.
- When an employee must be gone for more than 2 days, a doctor's note or office visit verification may be required. Employees shall turn in the verification upon their first day back to work.
- **Repeated absenteeism related to unsubstantiated, reported illnesses that are less than (2) days can be grounds for disciplinary action.**

When an employee must be gone for more than 2 days, a doctor's note or office visit verification may be required. Employees shall turn in the verification upon their first day back to work.

Repeated absenteeism related to unsubstantiated, reported illnesses that are less than (2) days can be grounds for disciplinary action.

EXEMPT EMPLOYEES: Exempt employees will use PTO leave only for absences in which 80 hours during the current payroll period has not been achieved. Partial day absences must be pre-approved by the employee's supervisor as do variances from the normally scheduled work week for the individual employee.

ELIGIBLE EMPLOYEES: Only employees who are approved by their Wage and Hour agreement to work 32 hours or more per week shall be eligible for paid PTO leave benefits. A new employee must complete six (6) full calendar months of employment to be eligible for the PTO leave benefit. A new employee's leave allocation (3 days) will begin on the first day of the month following the completion of six (6) full calendar months of employment. Any leave taken prior to the completion of six full calendar months of employment shall be leave without pay. PTO leave will be deducted as utilized.

An employee who resigns and is subsequently rehired within 6 months will be exempt from the PTO eligibility waiting period and will accrue PTO at the rate indicated by their original date of hire.

Employees can accrue or save up to **96 hours of PTO** but any PTO not taken in excess of 40 hours shall be lost. This adjustment will occur on the final paycheck of the fiscal year.

PTO STOPS ACCRUING ONCE AN EMPLOYEE GIVES NOTICE THAT THEY ARE TERMINATING EMPLOYMENT. Upon termination of employment employees will be paid for any remaining PTO.

PTO CALCULATION RATE: Eligible full time employees who have completed the six full months orientation period shall be allocated PTO leave as outlined below:

Years of Employment	PTO Accrual Rate
0-2	½ day per month
3-5	¾ day per month
6-10	1 day per month
11-15	1 ½ days per month
16-19	1 ¾ days per month
20-24	2 days per month
25 years and above	2 ½ days per month

Each day of PTO is considered to be eight (8) hours.

EXTENDED ILLNESS LEAVE BANK (EILB) POLICY

I-REACH 2 Inc. will offer employees who are eligible for Personal Time Off (PTO) the opportunity to participate in a voluntary Extended Illness Leave Bank (EILB).

Participation in the EILB will be on a voluntary basis. Employees who wish to participate will sign a form approving the participation, which will remain ongoing until cancelled in writing. Participating employees will contribute a minimum of 8 hours of PTO Leave each year. This time will be deducted from the last payroll check of the fiscal year. Only employees contributing to the bank will be eligible to request use of days from the bank. Participating employees may request withdrawals for the EILB when all individual PTO Leave has been exhausted.

The EILB may be used only for personal illness and/or illness in the family. Family will be defined as spouse, parents, parents-in-law, guardians, grandparents, children, brothers, sisters, sons-in-law, daughters-in-law and immediate step relatives. A qualifying illness or injury must require an employee to miss the equivalent of ten (10) days or 80 hours.

A staff member will be allowed 40 hours of donated EILB time per twelve (12) month period. The twelve (12) month period starts when the individual first receives donated days from the EILB.

Illness or injury and required time off must be verified in writing by a legally practicing and licensed health care provider. Special considerations may be made by the Executive Director or designee subject to the Board's approval.

Each request of time from the EILB must be reviewed and approved by the immediate supervisor and Executive Director or designee. Requests will only be accepted for EILB if the situation will require the employee to be absent a minimum of ten (10) work days or 80 hours. Example: Eligible employees may use PTO leave days toward this requirement – 9 days PTO Leave and 1 EILB day.

A minimum of 15 staff must participate in the bank before it will be activated each fiscal year.

Hours contributed to the EILB cannot be refunded. PTO that is in excess of the 40 hour per year carry-over policy will be redistributed to the EILB each year with the final payroll of the fiscal year.

The EILB will be administered by the Business Manager and Executive Director. The Executive Director or designee shall have the power and discretion to interpret its provisions, determine eligibility and resolve any disputes.

STAFF INTEGRATION IN THE WORKPLACE

Employees must remain at their assigned work locations throughout their assigned shift times. All community outings and travel to other I-REACH 2, Inc. locations while an employee is on shift, whether the activity involves participants or not, must be pre-approved by the employee's immediate supervisor. Management must be notified at any time an employee needs to be present at an I-REACH 2, Inc. location at any time outside of an assigned shift. Breaks must only be taken in approved company locations. The exception to this policy is in the event of an emergency when additional staff assistance is needed at an I-REACH 2, Inc. location until on-call personnel arrive to give further instructions.

REQUIRED DRESS CODE/HYGIENE

POLICY:

Each employee represents I-REACH 2 Inc. Employees are expected to set good examples of personal appearance and hygiene. Non-conformance to the dress code/hygiene expectations of I-REACH 2 Inc. can result in verbal or written disciplinary action and/or suspension or termination depending on the number and severity of the violations of this policy.

The following are some general guidelines for adhering to the dress code:

- Employees of I-REACH 2 Inc. shall dress in casual but appropriate clothing that reflects professionalism and decreases health and safety risks to themselves and others
- Clothing with holes, stains, phrases that may be considered provocative and/or offensive are not appropriate.
- Employees must wear protective footwear when working in areas where there is a danger of foot injuries due to falling or rolling objects, or objects piercing the sole, or where employees' feet are exposed to electrical hazards
- Pants that fall below the base of the waist area are not appropriate.
- Tank tops and or shirts that expose cleavage or those with low necklines are not appropriate.
- Shorts/skirts should be no more than six inches from the knee.

- ANY clothing that does not fully cover undergarments or that exposes bare skin at the waistline are not appropriate.
- Job Coaches should dress in a manner that follows the dress code of the employer they are assigned at.

PROCEDURE:

Employees are expected to set good examples of personal hygiene at all times, (clean bodies, hair, nails and clothing). Non-conformance to the dress code/hygiene expectations of I-REACH 2, Inc. can result in verbal or written disciplinary action and/or suspension or termination depending on the number and severity of the violations of this policy.

NOTICE OF ALCOHOL/DRUG FREE WORK POLICY

In compliance with Federal and State suggested policies regarding the conduct of business in a “alcohol/drug free” environment, I-Reach 2 Inc. (IR2) has adopted a Alcohol/Drug Free Work Policy and has informed all employees at least 60 days prior to the random program.

The Alcohol/Drug Free Work Policy applies to all Workers Compensation covered employees and is as follows:

The use and misuse of drugs and alcohol can threaten, I-Reach 2 Inc. and its participants. The unlawful use, possession, transfer, or sale of illegal drugs or controlled substances and the misuse of alcohol by employees during work hours are prohibited.

All new employees are subject to post-offer, pre-employment drug/alcohol testing. Receipt of a negative drug test result is required prior to employment. Any applicant with a confirmed positive screen, except those legally taking prescription medications, will not be considered for employment. To be tested, the employee must sign the consent and release from liability which is incorporated into the Application for Employment, applicants’ statement section. Refusal to sign the consent and release from liability will result in no further consideration for employment.

Any employee under the influence of alcohol or drugs that may impair judgment, performance or the safety of the employee or others while on IR2 property, during working hours, is subject to discipline including termination.

The possession of drugs, controlled substances, or alcohol during work hours or on IR2 premises is strictly prohibited. Therefore, drugs, alcohol or paraphernalia possibly used in connection with illicit drugs round on the employee’s person or at or near the employee’s work area will also constitute reasonable suspicion. The employer reserves the right to inspect employee work area. Any employee who is found to be in possession of drugs, controlled substances, and/or alcohol during work hours or an IR2 premises or while operating IR2 vehicles, tools, or equipment will be in violation of drug policy and will be subject to termination.

Employees are required to promptly notify the Executive Director if they are taking any medication that may affect their judgment, performance, behavior or could compromise the safety of persons served.

IR2 may conduct post-accident drug/alcohol testing of employees when an accident occurs during company time resulting in damages of \$500 or greater or if an injury occurs to any party.

IR2 will conduct random drug testing. A third party will generate a list of employees (20% of employees annually), which will then be disclosed to the Executive Director. The Executive Director will contact the employee to arrange a collection of a sample. The employee will be required to submit to the testing within a one hour window.

IR2 will contract with a licensed laboratory to conduct all drug testing.

IR2 will pay the cost of initial and confirmation drug testing which is requires. Employees who dispute any results will pay the cost of any additional drug testing. Any disputes must be done within 5 working days of being notified the results. During the time of the dispute, the employee will be on leave without pay until the results are in. If the results are negative, the employee will be reimbursed for the missed days off of work.

IR2 may conduct drug and/or alcohol testing if an employee is having work performance problems and/or is displaying behavior that may be alcohol or drug related. A supervisor or on-call will notify the Executive Director who may require that the employee submit to a drug test if an employee notes behavior that may be drug or alcohol related. The employee must notify the supervisor during regular business hours or On Call staff during non-business hours and must include any documentation. In such circumstances, the employee will be suspended without pay until the test results are known. If the results are negative, the employee will be reimbursed for all work time lost.

In addition, IR2 may conduct drug and/or alcohol testing if there are participants and/or staff medications missing. No adverse employment action will take place until the tests are in.

As a condition of employment, employees are required to notify the Executive Director in writing of any criminal drug/alcohol statute conviction they receive. The Executive Director must receive this notification within five (5) calendar days of the conviction.

Confidentiality

IR2 will make every effort to keep the results of drug and alcohol tests confidential. Only results showing illegal drug use will be disclosed. The employee will be asked for the employee's consent before test results are released to anyone else. Be advised, however, that test results may be used in arbitration, administrative hearings and court cases arising as a result of the employee's drug testing. Also, results will be sent to federal agencies as required by federal law. The results of drug testing in the workplace may be used against the employee in any criminal prosecution.

Consequences of Positive Test Results

The consequences for violation of the drug-free policy may include, but is not limited to, referral for therapeutic help, discipline and/or discharge. A positive drug test will result in termination of employment unless the employee obtains and completes substance abuse treatment at employee's cost. A list of community resources that provide substance abuse treatment will be available for review by any employee. The Department of Health also provides information on their website, or may be contacted directly. The employee must complete treatment successfully to retain employment. A further condition of employment will required the employee will be tested on a periodic basis over a period of one year at the employee's cost. If a positive test occurs during the one year period the employee will be terminated. Refusal to comply with the testing requirements of this policy will be considered to be a positive result and will result in immediate termination of employment.

Employees who receive a positive confirmed test may contest or explain those results within 5 working days after written notification of the results.

A Medical Review Officer (MRO), who works in conjunction with the contracted testing laboratory, will review all positive results. The MRO must assess and determine whether some other medical reason exists for the positive results. If an employee refuses to talk to the MRO, the test results will be considered "positive" and will result in immediate termination of employment.

IR2 reserves the right to amend this policy, in whole or in part. Nothing in this policy is intended to create contractual employment relationships of any kind or description. As always, employment remains at the will of the employee and the employer.

Your health and safety as well as that of the persons served are our primary concern. Help us to keep your workplace drug and alcohol free.

This policy will be posted along-side labor standards posters at all I-REACH2 Inc. sites.

All vacancy announcements will include a statement that requires testing for all 4 categories.

Additional copies of this policy are available through the Executive Director.

Employee Education - I-REACH 2 Inc. shall provide at least 1 hour of employee substance abuse education training per year. Evidence of this training shall be documented and filed in the Master Business Volumes.

Supervisor Training - I-REACH 2 Inc. shall provide at least 2 hours of substance abuse training per year. Supervisors shall receive training to encompass at least 60 minutes on alcohol misuse and at least 60 minutes on drug use. Training shall incorporate physical, behavioral, speech and performance indicators of probable alcohol misuse and use of drugs. Evidence of this training shall be retained in each supervisor's personnel file.

Procedures for New Employees

- The prospective employee will be informed of the IR2 drug testing policy as part of the initial application process.
- The prospective employee will consent to a post-offer, pre-employment drug test as well as a release of liability by signing the "applicants' statement" section of the application for employment.
- Failure to sign the "applicants statement or obtain the drug test will disqualify the applicant from any further considerations for employment.
- The MRO will notify the applicant to review positive test results. The MRO will determine whether the positive result is due to medication taken by the applicant, and if these medications have been legally taken.
- All results will be reported to the Executive Director. The Executive Director will notify the employee of the results.

EMPLOYEE TRAINING

All new employees are required to complete the New Staff Orientation with the Executive Director, and other staff trainers. New Staff Orientation includes training/tasks which must be completed before an employee can work with program participants.

New Employee Orientation I:

- History of I-REACH 2 Inc. organization and Mission Statement
- Brief synopsis of the history of the Division of Developmental Disabilities
- Definition of Developmentally or Mentally Disabled
- HCBS standards/person-centered planning/thinking
- Criteria for entering the I-REACH 2 Inc. program
- Competencies of I-REACH 2 Inc. Staff
- Organizational Chart/Chain of Command
- Diversity
- Positive Guidance
- Employee Handbook
- Confidentiality
- Ethical Code of Conduct
- Policy and Procedure Manual
- Reporting of Abuse/Neglect
- New Employee Paperwork Packet
- DDD Modules

In addition, all new staff must all attend **New Employee Orientation II** that is held monthly. This training includes: **Services (Community Employment/Living Coordinator): 2 hours.**

- Individual Plan of Care
- Promoting Wellness of Persons Served
- Person Centered Planning/Philosophy
- Rights
- Critical Incident Reporting
- Accessibility
- Community Integration

- Waiver Schedule Documentation
- Supervision Levels/Supports
- Reviewed Assigned Sections of PNP

Health/Safety (H&S Coord.): 1.5 hours.

- H&S inspections
- Drills
- PPE/MSDS/Bloodborne Pathogens
- Medications
- Review Assigned Sections of PNP

Transportation (Admin Specialist): 0.5 hour.

- Pre-Trips
- Mileage Logs
- Travel Kits
- PNP Review

ADDITIONAL REQUIRED TRAINING:

- CPR and FIRST Aid Training
- Crisis Prevention and Intervention (CPI) Training
- Medication Assistant Training

VOLUNTEERS

CARF Standard: 1.1.7

Interested Volunteers may contact the Administrative Team or Board of Directors and complete a volunteer application. An administrative team member shall conduct an interview with the individual volunteer and determine the specific areas in which the person feels his/her strengths can best be utilized.

An administrative team member is responsible for approval of any volunteer, their schedule and assignment of training. Volunteers shall not work in any area in which there is not a member of the I-REACH 2, Inc. regular staff and shall be supervised at all times when working with individual participants.

In general, volunteers are mainly needed and utilized for events or outside activities, trips, etc. Volunteers are not generally used to perform any program related services due to the critical nature of our business and the amount of training a volunteer would have to have in order to perform in a daily capacity.

I-REACH 2, Inc. reserves the right to refuse the volunteer services of any individual, for any reason. I-REACH 2, Inc. also reserves the right to discontinue the use of a volunteer or his/her services for any reason at any time.

Volunteers must receive at least (2) hours of on-site training prior to serving individuals within any I-REACH 2, Inc. facility or organized event.

PERSONAL CELL PHONE USE

Employees are to have their personal cell phone on silent and stored in a secure location during work hours. Employees shall not use their phone for personal texting, messaging, Facebooking, and phone calls etc while working directly with participants or in common areas of any I-REACH 2, Inc. facility. Emergency calls for employees must be routed through the main phone line of I-REACH 2, Inc.

CASH HANDLING POLICY

It is the policy of I-REACH 2 Inc. that there will no more than \$50.00 each kept on site for any participant in our residential services. If at any time, any participant has an amount over the \$50.00, that money will be documented and taken to 1st Interstate Bank of Casper and placed in the safety deposit box rented by I-REACH 2, Inc.

The Executive Director and the Service Coordinator are currently the authorized users of the safety deposit box. A transaction sheet documenting the amount the participant has in the safety deposit box will be maintained in the Business Office and will show when funds are routed to the safety deposit box and/or routed home. The amounts will be verified by 2 staff before taking the money to the safety deposit box.

In order to continue to provide community integration activities that cost money the following options are made available for individuals in our day programs:

- **OPTION 1:** Program guardians/payees will provide the money necessary for their individual to attend the outings noted on the activity calendar and I-REACH 2 will not handle these funds whatsoever. We will assist the individual in obtaining a receipt and reminding them to take the receipt to their guardian/payee.
- **OPTION 2:** Program guardians/payees who are not comfortable with sending money with their Individual will sign a preapproval form that will allow their Individual to attend activities not to exceed \$35.00 month. At the end of the month the Business Manager, will invoice program guardians for that month's activity fees and guardians /payees will be responsible to pay this bill within 15 days or their individual will not be able to participate in outings that cost money.

EMPLOYEE CONDUCT

Employees of I-REACH 2, Inc. are expected to be professional and to adhere to our agency code of ethics. The importance of maturity and role modeling for our Individuals is foremost when I-REACH 2, Inc. selects an individual for employment within the organization.

Repeated or flagrant disregard for any part of this code of ethics can result in verbal conferences, disciplinary action, suspension or termination of employment. Employees are required to sign off on the "Employee Code of Ethics" to acknowledge their understanding of these very important guidelines.

All violations of this code should be brought to the attention of the Executive Director for immediate review and follow-up. Incidents should be documented and discussed with the employee within (24) hours (excluding weekends and holidays) of the occurrence of a violation.

If the alleged violation involves any type of physical or verbal threats, these reports must be investigated, and forwarded to proper authorities if necessary, within (24) hours of the time the report is received.

ETHICAL CONDUCT IN MARKETING/CONSUMER MATTERS

POLICY:

It is the policy of I-REACH 2, Inc. that all employees as well as the Administrative Team provide accurate and honest information with regard to consumer and public questions, complaints and concerns. I-REACH 2, Inc. requires honesty and integrity in our advertising or marketing efforts, brochures, websites and videos.

PROCEDURE:

Persons wishing to address concerns about I-REACH 2, Inc. marketing or consumer ethics, advertising, marketing etc. should address their specific complaint in writing to the I-REACH 2, Inc. Executive Director for review and response within (10) days of receipt of the written concern. If not addressed satisfactorily by the I-REACH 2, Inc. Administration, individuals should contact the local Division of Developmental Disabilities Area Resource Specialist for additional review of their concern.

No I-REACH 2, Inc. employee shall knowingly give false or misleading representation of the services provided through our agency.

Falsifying information at any level of service can be grounds for immediate termination.

ETHICAL CODE OF CONDUCT

CARF Standard: 1.A.5.a

Revised 11/15/2012

It is the policy of I-REACH 2, Inc. that its employees and board members uphold the highest standards of ethical, professional behavior. To that end, these employees and board members shall dedicate themselves to carrying out the mission of this organization and shall:

1. Hold paramount the safety, health, welfare, dignity and respect of the program participants in the performance of professional duties.
2. Act in such a manner as to uphold and enhance personal and professional honor, integrity and the dignity of the profession.
3. Treat with respect and consideration all persons, regardless of race, religion, gender, sexual orientation, maternity, marital or family status, disability, age or national origin.
4. Engage in carrying out I-REACH 2 Inc.'s mission in a professional manner.
5. Collaborate with and support other professionals in carrying out I-REACH 2 Inc.'s mission.
6. Build professional reputations on the merit of services and refrain from competing unfairly with others.
7. Recognize that the chief function of I-REACH 2, Inc. at all times is to serve the best interests of its constituency.
8. Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct themselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
9. Respect the structure and responsibilities of the board of directors, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies adopted by the board of directors.
10. Keep the community informed about issues affecting it.
11. Conduct organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
12. Exercise whatever discretionary authority they have under the law to carry out the mission of the organization.
13. Serve with respect, concern, courtesy, and responsiveness in carrying out the organization's mission.
14. Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all activities in order to inspire confidence and trust in such activities.
15. Avoid any interest or activity that is in conflict with the conduct of their official duties and has the potential to interrupt service delivery.
16. Staff, Management, or the I-REACH 2, Inc. Board of Directors shall not engage in the exchange of money, gifts, or gratuities from any person served, guardian, case manager that may promote an environment of favoritism. Employees should not accept a gift if they would be uncomfortable discussing it with their manager, coworkers, or a newspaper reporter.
17. Refrain from Personal Fund Raising; this includes selling items to persons served or to staff during normally scheduled work hours, for a personal profit or to benefit a personal cause I-REACH 2, Inc. will also refrain from asking persons served to solicit funds on behalf of the organization.
18. Respect and protect the personal property of the persons served and the property of the organization.
19. Maintain professional relationship boundaries between staff and persons served as well as management and staff.
20. Refrain from the witnessing of documents for persons served such as power of attorney, guardianship papers, or advanced directives.
21. Respect and protect privileged information to which they have access in the course of their official duties.
22. Strive for personal and professional excellence and encourage the professional development of others.

HARASSMENT POLICY

POLICY:

Employees shall not engage in lewd, suggestive or even casual sexual banter on-site or while representing the I-REACH 2, Inc. organization. Inappropriate conversations, remarks or expressions of a sexual nature are not tolerated in any I-REACH 2, Inc. operated facility or in any I-REACH 2, Inc. supported environment or facility.

PROCEDURE:

- Any report of sexual harassment should be forwarded immediately to the individual's immediate supervisor and the Administrative team for review.
- Any incident of reported sexual harassment at any level of employment shall be investigated and may be reported to outside authorities if so warranted.
- An individual who is engaging in behavior considered to be of a "sexual nature" that is affecting another employee's ability to work could be suspended.
- Any serious infraction that cannot be immediately resolved could result in termination of employment with the I-REACH 2, Inc. program.
- Copies of the law regarding Sexual Harassment in the Workplace are posted in the I-REACH 2, Inc. program for employee and participant review.

EMPLOYEE RELATIONS WITH THE PUBLIC

- Employees of the I-REACH 2, Inc. program are required to use appropriate language and be aware of the impact their individual conversations and decisions have on the overall perception of the I-REACH 2, Inc. program.
- Employees do not discuss an Individual's progress or problems with people outside of our agency nor are problems to be discussed in locations where other individuals may be present.
- Employees shall demonstrate program loyalty by bringing overall agency problems directly to their immediate supervisor or the Administrative Team for prompt action before airing those grievances with other people or agencies.
- Employees are expected to set a "good example" in the public or community and should follow the chain of command to confront and resolve any/all barriers or problems within the community or at I-REACH 2, Inc. Employees are encouraged to, at all times, use effective problem solving skills and planning to overcome or reduce potential conflicts with co-workers, management and others in the community.
- Employees of I-REACH 2, Inc. are required to report to the Administrative Team immediately any instances of neglect or abuse of an Individual (this includes persons driving under the influence who may arrive to pick individuals up, lack of supervision at home, lack of food, bruises, swelling, adhesions or other reports of abuse/neglect.)
- Employees should create and maintain professional working relationships with the public and should avoid verbally expressing "personal opinions" or airing grievances with others in public settings. (Problems should be reported to the individual's supervisor who can address the issue in writing.)
- CONFIDENTIALITY is to be respected at all times, including information about a guardian, individual stakeholders, businesses or employees of I-REACH 2, Inc.
- Employees should not make promises to individual guardians, business owners or stakeholders on behalf of the I-REACH 2, Inc. organization or commit to performing acts that require additional planning, staff or funding without written consent from the Administrative Team.

WORKERS COMPENSATION/ON THE JOB INJURIES

POLICY:

We value our employees and participants. Our agency provides and pays for Workers Compensation Insurance each quarter to ensure that any individual employee or participant worker is covered appropriately in the event of injuries sustained while on the job at our facilities.

To validate and ensure that our workers receive immediate medical attention/intervention, we require that any injury sustained by workers while at any I-REACH 2, Inc. supported residence, facility or in the course of providing direct service to individuals in the community or work settings must **be reported by the employee immediately** to their direct manager or a member of the Administrative team.

PROCEDURE:

New employees receive training during orientation and yearly thereafter on reporting on the job injuries.

- If the injury is notable, moderate, or serious: If there is noticeable swelling, bruising, puffiness, redness, and/or profuse bleeding, the individual MUST RECEIVE IMMEDIATE FIRST AID from trained and qualified I-REACH 2, Inc. personnel and/or immediate area managers.
- If the injury is evaluated and recognized as an “immediate threat or possible eminent danger to the individual or others”, MEDICAL TREATMENT via a call to 911 must follow.
- If the participant worker where the injury appears serious in nature (bruising, swelling, potential fractures, etc.) the guardian and case manager shall be notified immediately to inquire about their concurrence of the necessity to be CHECKED BY A PHYSICIAN OR MEDICAL FACILITY OF THEIR CHOICE AS SOON AS POSSIBLE. If a staff member supervising the participant worker in any way feels that immediate medical attention is necessary, or is unsure of how serious the injury is, 911 must be called first!
- A completed I-REACH 2, Inc. Incident Report, as well as a Workers Compensation Incident and injury report should be filed immediately.
- In the case of serious injury where a delay in filling out forms may occur, an extension of time may be granted or the form may be completed by the Executive Coordinator or other assigned Coordinator on behalf of the individual to Workers Compensation.
- Any injury not reported within (48) hours may be subjected to Workers Compensation scrutiny. (It is **their policy** to have these claims submitted in a timely fashion for faster review/results.)
- The employee’s direct supervisor or Administrator on-call is responsible for conducting a follow up investigation into any work related injury.
- If the Executive Director is injured, an Administrative team member must contact the Board President or assigned Member to report the injury **immediately after emergency services have been called.**
- Claims submitted later than (48) hours shall be subject to scrutiny by Workers Compensation and may not be paid as a result of delays in filing.
- If an individual is injured severely and is unable to complete the necessary forms the Area Coordinator shall complete the forms and ensure that Workers Compensation is notified within the time frame above.

FAILURE TO FOLLOW THE ABOVE PROCEDURES FOR REPORTING INJURIES CAN RESULT IN DISCIPLINARY ACTION, SUSPENSION OR TERMINATION.

INSURANCE INFORMATION

I-REACH 2, Inc. currently is exempt under the Affordable Care Act from carrying health insurance.

I-REACH 2, Inc. does work with Ameritas for vision and dental insurance and a local agent that carries lines of supplemental insurance through AFLAC and Washington National. These are available after an employee completes their orientation period. Enrollment and contact information is available from the Business Manager.

POLICY ON FMLA LEAVE

Staff persons must arrange for leave with the immediate supervisor at least 30 days in advance of the first day of planned leave. I-REACH 2, Inc. takes into consideration that leave of this nature might need to start prior to the pre-arranged date. Paid leave will be granted for the amount of paid leave the staff person has earned under the policy governing paid leave. I-REACH 2, Inc. does not grant paid leave specific to maternity time.

I-REACH 2, Inc. complies with the Department of Labor Family Medical Leave Act, which provides for up to 12 weeks of unpaid leave. Total length of time off must be agreed upon by the staff person and the immediate supervisor. I-REACH 2 does not guarantee that the exact same position will be available when the staff person returns to work; however, the agency will provide a similar position.

If the staff person wishes to remain covered under the agency’s dental/vision insurance plan during non-paid maternity leave, the staff person must pay the same amount of premium as during paid work times. A payment agreement will be drafted with the employee regarding the payment of premiums.

FMLA Information:

MAINTENANCE OF HEALTH BENEFITS:

COVERAGE: Except as provided in paragraph (2), during any period that an eligible employee takes leave under section 102, the employer shall maintain coverage under any "group health plan" (as defined in section 5000(b)(1) of the Internal Revenue Code of 1986) for the duration of such leave at the level and under the conditions coverage would have been provided if the employee had continued in employment continuously for the duration of such leave.

FAILURE TO RETURN FROM LEAVE: The employer may recover the premium that the employer paid for maintaining coverage for the employee under such group health plan during any period of unpaid leave under section 102. The employee fails to return from leave under section 102 after the period of leave to which the employee is entitled has expired; and the employee fails to return to work for a reason other than the continuation, recurrence, or onset of a serious health condition that entitles the employee to leave under subparagraph (C) or (D) of section 102(a)(1) or other circumstances beyond the control of the employee.

RESTORATION TO POSITION:

IN GENERAL: Except as provided in subsection (b), any eligible employee who takes leave under section 102 for the intended purpose of the leave shall be entitled, on return from such leave to be restored by the employer to the position of employment held by the employee when the leave commenced; or to be restored to an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment.

Procedure:

The employee gives notice to the immediate supervisor; the timeline for leave is agreed upon by employee and supervisor, within the boundaries of Policy and Procedures and FMLA.

Prior to the leave starting, the employee signs a Promissory Note that indicates the employee's obligation to repay any agency premiums paid during leave, in the event that the employee does not return to work following the maternity leave. The employee must also work a minimum of 6 months for the agency following the maternity leave; otherwise, the employee will be obligated to repay the premiums.

PROGRAM DOCUMENTATION

Each employee at I-REACH 2, Inc. shall be responsible for attending and completing on-going training regarding the proper manner in which programming is conducted, documented and signed.

Training on Participant programs is documented in staff meeting minutes, individual training sheets and via Therap in the ISP program acknowledgment module. Updates or revision trainings are also conducted periodically and will be documented in the same manner.

Any false documentation of dates, times or other pertinent data shall be grounds for immediate disciplinary action and possible termination. Due to the nature of our business, it is imperative that ALL DOCUMENTATION IS DONE AT THE TIME THE PROGRAM IS ACTUALLY BEING RUN.

It is illegal to bill for documentation that is false! Please remember it is your PERSONAL RESPONSIBILITY TO SEE THAT WE COMPLY WITH MEDICARE/MEDICAID WAIVER STANDARDS!

Because there are frequent changes with billing and documentation requirements, employees at I-REACH 2, Inc. are encouraged to consult their supervisor, Service Coordinator or Administrative Coordinator about any individual program difficulties they encounter.

Additional guidance on documentation and electronic records can be located in the Administrative Policy section of the Policy and Procedure manual.

STAFF MEETINGS

Monthly employee training and communication meetings shall be held at least **once a month** for each Service Area (*occurring BEFORE or AFTER regularly scheduled Residential Community Integration /Employment Services hours.*) A minimum of two hours per month of training for ALL STAFF shall be held monthly.

Staff are requested to plan for a three hour meeting each month. One hour will be spent on agency/employee concerns and one hour will be utilized for training on various skills required, new training ideas or approaches, or established existing training reviews, (CPR, FIRST AID, and CPI). Training will be documented for each employee's file and a copy of all meeting notes and follow up action shall be retained by the Service Coordinator in the Master Business Volumes.

Any basic training necessary for re-certification or certification in courses required by I-REACH 2, Inc. shall be paid for by I-REACH 2, Inc. The employee receiving the training shall be responsible for his or her own training time if he/she cannot attend regularly scheduled trainings and must have a special instruction to remain current in CPI or CPR/FIRST AID.

PROCEDURES:

All Employees shall receive a copy of a yearly training calendar upon hire.

All new Employees shall also receive a copy of assigned individual training required that is beyond the basic training requirement.

All existing employees shall be provided with an annual training calendar at the December ALL Staff Employee Meetings preceding each new year.

All employees should report potential training/meeting conflicts prior to January 15, of the preceding year or as soon as they are aware of any conflict.

MANAGEMENT MEETINGS

Management meetings and trainings are held two times per month.

These meetings are used to improve communication, problem-solve and support supervisors in their endeavor to build and lead strong and competent teams. Meetings are required and all admin team members must be willing to attend, participate and prepare themselves to provide solid supervision and support for their individual teams and our organization.

ADMINISTRATIVE MEETINGS: Administrative Meetings will be held at the discretion of the Executive Director. Administrative Meetings will be used to discuss potential or upcoming events, training opportunities and to coordinate on-call responsibilities, schedules and administrative issues.

ADVOCACY FOR PERSONS SERVED

POLICY:

It is imperative that all employees of I-REACH 2, Inc. feel free to express concerns about the treatment of Individuals, their health, welfare and safety.

Report to your individual supervisor immediately any concerns you have regarding the health, welfare or safety of any participant we serve. If the threat is determined to be eminent:

- You and your supervisor must resolve the situation immediately and notify the Administrative Team. The Administrative Team must respond to the concern immediately and address concerns as well as any measures undertaken to resolve them, in writing within (24) hours (excluding weekends and holidays).

- If the concerns do not involve eminent danger, the Administration must respond in writing to your concerns within (72) hours (excluding weekends and holidays) of the initial receipt of your written concern.
- If I-REACH 2, Inc. Administration fails to respond to your individual documented verbal or written concerns within the above time frames, please contact Protection and Advocacy to report your concerns.

PROCEDURE:

Concerns are expressed verbally or in writing to your immediate supervisor. If they do not efficiently and effectively attempt to address your concerns within the above time constraints, contact the Administrative Team.

If your concerns are not addressed to your satisfaction within (24) hours of your initial report to an immediate supervisor, or within (72) hours of the time in which you notified the Administrative Team, you are encouraged to contact Protection and Advocacy at 1-800-624-7648 or the local Department of Family Services to report your concerns on behalf of any I-REACH 2, Inc. individual participant.

Protection and Advocacy (P&A) is an independent party who can review concerns/complaints about alleged abuse, neglect or violations of Individual’s rights and provide advocacy to the people we serve.

Protection and Advocacy is a valuable resource for individuals with disabilities and should be contacted if you feel that the management or Administration of I-REACH 2, Inc. has not fulfilled the agency’s obligation to immediately, or as soon as possible, resolve, follow-up and notify appropriate agencies of a significant problem or incident involving any of the Individuals we serve.

PERSONAL INTEGRITY

HONESTY and INTEGRITY are virtues that are truly valued at I-REACH 2, Inc.

Many of you may have been placed in situations in your work endeavors in which you may have been forced to compromise your own personal ethics in order to comply with corporate or company standards of accountability.

You are ensured in writing, that we value your opinion and observations and will listen to and respond, regarding ANY valid concern about any individual or employee within this organization.

PLEASE TRUST YOUR SENSE OF FAIRNESS, RIGHT AND WRONG AND APPROACH YOUR SUPERVISOR WITH ANY PERSONAL CONCERNS ABOUT SITUATIONS IN WHICH YOU FEEL YOUR PERSONAL INTEGRITY MAY BE COMPROMISED OR CHALLENGED.

You are expected to set an example for others. We expect you to have questions about what type of example you are required to set, if it is not made clear through our agency mission statement, this manual, our training, or our company environment.

CONFLICT OF INTEREST

Should a full-time employee of the I-REACH 2, Inc. program seek educational opportunities or other employment opportunities outside of the Program, the position must not conflict with normal hours of operation of the Program.

Further, it is imperative that the employee notify the Administration of the additional position/responsibility via written communication if the endeavor will conflict with the normal hours of operation.

The secondary position/or designated course work must not affect the work performance of the individual employee. Should it be deemed that the employee’s timeliness or performance is suffering from secondary employment or outside educational endeavors; the same shall be documented in an evaluation form and discussed with the employee.

I-REACH 2, Inc. understands the financial/personal growth needs of individuals who must seek additional

employment/educational opportunities; however, if conflict between scheduling and performance occurs that cannot be resolved, the employee may be required to choose between job/educational opportunities or placements or seek other alternatives.

EMPLOYER/EMPLOYEE RELATIONSHIP

I-REACH 2, Inc. is an at will employer. The company or the individual employee, for any reason, may initiate termination of employment with I-REACH 2, Inc. at any time with or without cause.

We believe that providing adequate notice to help prevent situations in which the people we serve may be affected is essential, and while we cannot demand proper notification, we encourage our employees to give at least two weeks' notice whenever possible to allow for proper training and integration of new employees.

The people we serve become extremely attached to individual employees and their progress, personal growth and well-being can be compromised by the lack of adequate, positive, transition and training when individual employees leave the workplace.

We ask for consideration and responsible action on the part of our employees. We also acknowledge those employees who give adequate notice and fulfill their obligations prior to terminating employment with us and note that they shall be given consideration and priority when our agency is providing employment related information to other agencies, regarding their concern for the health, welfare and safety of the individuals we serve.

PERFORMANCE SUPPORT AND APPRAISAL

CARF Standard: 1.1.6

We believe we have a responsibility to the participants, guardian, families, the community and staff to carry on a program of appraisal for all personnel that should be a continuous, constructive, and cooperative experience. Through various methods of evaluation, supervisors shall develop ways to assist staff members in improving their professional performance. These methods include, but are not limited to the following

- **OBSERVATIONS**
 - Observations – all sites and classrooms will be observed on an ongoing basis with immediate feedback given to the staff and direct supervisor
 - Site Reports: The Executive Director and Service Coordinator will visit all sites on an ongoing basis and at a minimum of 1 time per year. After each site visit, a report outlining areas monitored and needing follow-up will be completed. A copy will be forward to the appropriate service area team leader/manager.
- **REFLECTIVE SUPERVISION:** The purpose of Reflective Supervision is to promote continuous learning, problem-solving and professional growth through mutual sharing and feedback about challenges and opportunities presented in the day-to-day work with the Individuals we serve. I-REACH 2, Inc. utilizes an integrated system of reflection supervision and opportunities for staff support in an effort to provide a healthy work environment and to promote healthy relationships with the Individuals we serve. Regular and ongoing support is provided to all staff members .This structured time of reflection allows staff to problem-solve difficult issues, voice frustrations, and gain insight into the needs/desires of the individuals, guardians, and stakeholders that we serve. Supervisors are expected to schedule reflective supervision a minimum of 3 times per year.
- **PERFORMANCE EVALUATIONS:** The purpose of an integrated method of performance appraisal is to provide employees with an objective measurement of their job performance and to provide opportunities for dialogue, goal setting and follow-up. Numerous sources are used to complete an evaluation, including but not limited to, observations across a variety of settings, paperwork, team dynamics, and growth in the position.
- **Schedule for Evaluations:** New employees, or employees in a new position, will be on orientation status for a period of 3 months. Evaluations should be completed at the minimum on the following schedule:
 - All new employees will have 2 evaluations completed during the first 12 months of employment. First evaluation being at 180 days (6 months) Second Evaluation at 1 year.
 - Annual Evaluations to be completed during the month of the employee's anniversary date.

- **Completing the Evaluation:**
 - Make sure that you have provided each employee with a copy of the job description before the evaluation.
 - Have a copy of the employee’s last evaluation available, if applicable, so that progress can be noted, as well as areas that need continued attention.
 - The Executive Director will review all evaluations before they are reviewed by the supervisor and employee.
 - Review job description with the employee.
 - Address all performance factors and the Supervisory Area, if applicable.
 - **Progress made on prior year Professional Development Plan:** This section provides the supervisor the opportunity to reflect on the progress made on the prior year’s goals and how goals lead to employee development and further supports the mission, vision, and values of I-REACH 2, Inc.
 - **Professional Development Plan:** It is suggested that each employee have two professional development goals. These goals need to be measurable. The supervisor shall develop the first goal and the second is generated by the employee.
 - **Policy and Procedures Post Test:** As part of the six month evaluation, all employees will take the Policy and Procedures post-test and it will be attached to the evaluation.
 - **Employment Status:** Indicate the appropriate employment status category.
 - **Signatures:** The employee, supervisor and Executive Director will sign and date all Performance Evaluations.

SUPERVISION AND DISCIPLINARY SYSTEM

I-Reach 2, Inc. utilizes a step-by-step approach to leadership and communication to support employees in their professional development and job skills.

Some standard expectations of I-REACH 2, Inc. of all employees include but are not limited to the following:

- Be on time and dressed appropriately for work.
- Arrive mentally prepared to work.
- Work scheduled shifts as assigned or report problems in advance to your supervisor.
- Follow the chain of command for reporting problems or concerns.
- Adhere to agency policies.
- Communicate effectively with co-workers, participants and supervisors.
- Practice personal accountability in the workplace.
- Work as a team member-collaborate to achieve daily goals.
- Be actively involved in your own training and the training of others.
- Manage and utilize work time appropriately.
- Effectively execute skills including in initial and on-going training programs.

The supervisory team of I-REACH 2, Inc. reserves the right to determine when employee discipline is warranted and what disciplinary measures are appropriate in any particular situation. The action taken will depend on the nature, frequency and severity of the violations involved, and the position and performance history of the employee. There is no requirement that these options be used progressively. I-REACH 2, Inc. reserves the right in all cases to determine, in its discretion, which disciplinary or performance-related action is appropriate under the circumstances, and I-REACH 2, Inc. may determine that conduct or performance problems require a more serious response without implementing any lesser disciplinary measures.

Supervisors may use any of the following options to document and address performance or conduct issues.

NOTHING IN THIS POLICY IS INTENDED TO CONTRADICT OR MODIFY THE AT-WILL NATURE OF THE EMPLOYMENT RELATIONSHIP – ALL EMPLOYEES CAN BE TERMINATED AT ANY TIME FOR ANY REASON OR NO REASON, REGARDLESS OF WHETHER DISCIPLINARY MEASURES HAVE BEEN TAKEN PRIOR TO TERMINATION.

PERFORMANCE SUPPORT PLAN/RETRAINING

The purpose of the Performance Support Plan (PSP)/Retraining process is to assist employees in setting goals and implementing strategies to reach those goals as related to their job performance. In addition, this process

documents concerns or needed improvements and the strategies expected to remedy the issues. PSP process also helps supervisors document how they have assisted an employee in improving job skills. The PSP is intended to serve as a support to the employee but may be used as documentation as part of a Performance Evaluation.

Developing a Performance Support Plan/Retraining

- The PSP summarizes expectations to correct or strengthen job performance. It is written:
 - To address one issue.
 - After one or more informal discussions have occurred regarding the same issue.
 - Following a discussion with the employee.
 - Incorporating previous discussions (including dates)
 - The PSP must include specific policy or regulation violated or breached.
 - Providing the employee with an opportunity to respond in writing.
 - The PSP will be placed in the personnel file.

Note: The Executive Director must review all PSPs prior to conveying the information to the employee. It is recommended that positive feedback regarding the improvement in job skills/performance be noted in writing on the Performance Evaluation.

NOTICE OF DISCIPLINARY ACTION

The Notice of Disciplinary Action (NDA) constitutes a written reprimand and reflects the organization's decision to recommend an employee for immediate disciplinary action up to and including dismissal.

Except under extenuating circumstances, no employee will be disciplined or terminated without completing the necessary steps as outlined below:

- The Executive Director is authorized to complete the NDA form. Input from the staff member's direct supervisor will be included in the NDA.
- The NDA must include specific policy, regulation, violated or breached.
- It must be factual, objective, and to the point.
- The NDA should reference prior training, email/PSP, etc., if applicable.

The original Notice of Disciplinary Action and supporting documentation, as well as any written comments from the employee shall be placed in the personnel file.

EMPLOYEE SATISFACTION SURVEYS

Employee satisfaction surveys are collected on an annual basis to allow employees the opportunity to provide input and give objective and honest feedback to I-REACH 2, Inc. Management and Administration. The surveys are used to gather objective and honest feedback for use in the agency's overall planning, delivery of services and to help identify and address any potential problem areas or areas of exceptional performance.

POLICIES/PROCEDURES POST TEST REQUIRED

POLICY:

To ensure that each employee of I-REACH 2, Inc. is adequately informed of agency policies and procedures prior to actual independent placement in an area of service, employees are required to carefully read and review the contents of the entire Policies and Procedures Manual. A policy/procedure post-test is required with the end of orientation evaluation.

A copy of the test shall remain in the employee's file and questions answered incorrectly shall be reviewed again with the Administrative Team for correct interpretation and knowledge.

PROCEDURE:

- Direct Supervisors shall ensure that each new employee is allowed 8 hours of paid time to read and review the policy and procedure manual in its entirety.

- If more than three (3) questions are answered incorrectly, an employee may be given a 24-hour period to review the manual a second time and retake the test. The employee may be re-directed to specific sections of the policies and procedures for review on his or her own time, if not completed within the first eight hour paid review period.
- If after the re-test an individual is still missing more than 3 key answers, the Administration shall be notified and a decision shall be made regarding eligibility of the individual employee to continue with their individual training schedule based on any identified barriers to test completion, (i.e. lack of clear understanding, reading or comprehension issues, employee no-show to assigned review and reading time).

While any known accommodation to communicate policies and procedures can be made, basic reading, writing and comprehension skills are requirements of any regular position within the I-REACH 2, Inc. agency

EMPLOYEE EXIT INTERVIEW

Information gathered is used in our annual outcomes report, which in turn assists us in strategic planning or in facilitating changes which we deem necessary for the good of the individuals we serve, our employees, and our organization.